



resqpal

Data Privacy Notice

Version: 2.0

Date: 01.09.2024

resqpal is the digital companion for supervisors of paramedic services. Protecting personal data is particularly important in the context of paramedicine. This is why protecting your personal data has been one of central requirements for our application right from the very beginning.

This data privacy notice will hereafter provide you with information on, which personal data will be processed by resqpal and what your resulting data privacy rights are.

1. Who is the publisher / operator?

resqpal is published and operated by Christian Desalm. As publisher Christian also needs to ensure, that your personal data is processed in compliance with the relevant data privacy regulations. His contact address is:

Christian Desalm
c/o privacy @ resqpal
Hermann-Kesten-Ring 14
90425 Nuremberg
Germany

2. Who shall use this application?

resqpal is designed to facilitate the management and leadership of complex EMS missions.

Consequently, resqpal is addressing EMS professionals, who are working as supervisors, incident commanders or section commanders.

Especially larger scenes often demand that EMS personal of the first arriving unit assumes the role of the preliminary incident commander. Also, in this scenario resqpal can help tremendously while structuring the mission. This is why the use of resqpal is recommended to EMR personal in more general.

3. What kind of data is processed?

resqpal is provisioned via the Apple App Store. The data required for this provisioning are processed based on Apple's data privacy notice.

The following data are processed, while using resqpal:

For each added mission the following data will be processed:

- Alarm: Unit, Assignment, crew, call number, keyword, and code
- Location: Label, address, GPS coordinates, W3W data, and additional information
- Begin: Date and kilometer
- End: Date and kilometer

For each command added to a mission the following data is processed:

- Identification: Type and label
- Location: Address, GPS coordinates, W3W data, and additional information
- Safety: Radius
- Communication: Callsign, radio group and phone

For each unit added to a mission the following data is processed:

- Identification: Type and callsign
- Assignment: Status

For each patient added to a mission the following data is processed:

- Triage: Category
- Workflow: Status
- Identification: Name, gender, and age
- Assessment: Findings, special requirements, and patient allocation code
- Units: Helicopter, physician, and ambulance
- Scene: Label, address, GPS coordinates, W3W data, and additional information
- Destination: Facility, ward, address, GPS coordinates, W3W data, and additional information

For each journal note added to a mission the following data is processed:

- Author: First name and last name
- Entry: Result, report, or order
- Date: Time, day, month, and year

For each added procedure the following data will be processed:

- Identification: Publisher, title, and type
- Document: File name and pdf file

For each added object the following data will be processed:

- Identification: Label, owner, category, type
- Location: Address, GPS coordinates, W3W data, and additional information
- Communication: Phone, Fax, E-Mail und Homepage
- Assembly Area: Label, address, GPS coordinates, W3W data, and additional information

For each instruction added to an object the following data is processed:

- Identification: Title and publisher
- Document: File name and pdf file

For each department added to an object the following data is processed:

- Identification: Label
- Communication: Phone, Fax, E-Mail und Homepage

For each added unit the following data will be processed:

- Identification: Type and callsign
- Operator: Organization and station

For each used device the following data will be processed:

- Identification: Device ID
- Navigation: Operator of preferred application
- Interfaces: Activation of the respective programs

For each user the following data will be processed:

- User: First name, last name, unit, and assignment

4. For what is your data processed?

resqpal processes your data predominantly to provide and improve the functionality of our application. The following list will provide you with more details regarding the data processing purpose:

Processing of your data to provide the functionality:

Presentation and management of missions:

- Navigation to scene
- Allocation of space
- Management of units
- Management of patients
- Coordination of transports
- Generation of reports

Presentation and management of procedures:

- Display of procedures
- Typification of procedures
- Management of pdf file

Presentation and management of objects:

- Display of objects
- Navigation to object
- Typification of objects
- Definition of location
- Communication with owner
- Definition of assembly area
- Management of instructions
- Management of departments

Presentation and management of objects:

- Allocation of units

Presentation and management of analytics:

- Optimization of alarms
- Optimizations of results

Presentation and management of settings:

- User data for reports
- Selection of navigation provider
- Configuration of interfaces

Processing of your data to improve the functionality:

- Safeguarding of cyber security
- Enhancements of application
- Support of research projects

5. Which access rights are needed?

resqpal requires the following access right in addition to your user inputs to provide the full functionality:

Accessing the current location of your personal device:

This allows you to open a mission right at your current location. In addition, you will be shown the fastest way to the vehicle assembly area on the map for predefined object, in case a vehicle assembly area has been defined in the first place. You will be guided directly to object itself, in case no vehicle assembly area has been defined.

Accessing the camera of your personal device:

resqpal supports the import of mission statements via QR codes in case those have been generated with the ELP-IuK software. You can activate this functionality under settings. This allows you to scan the QR codes, after accepting that resqpal can access the camera of your personal device. The patient's data will be imported, and the patient's location will be marked on the map after verifying that the QR code has been generated with ELP-IuK.

Accessing the microphone as well as the speech recognition of your personal device:

resqpal supports the search for a destination via speech input, making sure you keep your hands free while responding to a mission. You can also use speech input to add entries to the mission's journal. To use speech input, you need to grant resqpal access to the microphone and speech recognition of your personal device.

6. What is the legal foundation?

resqpal processes your data in compliance with the European General Data Protection Regulation (GDPR) as well as in the German Federal Data Protection Act (BDSG).

Data listed under section 3 is processed to deliver the functionality of resqpal. The contractual basis for this is the Licensed Application End User License Agreement, which is included in the Apple Media Services Terms and Conditions. You are consenting to the Licensed Application End User License Agreement in case you are using resqpal.

The processing of your personal data happens wherefore to fulfill contractual obligations (Art. 6 Para. 1 b. GDPR).

Please note, that by nature resqpal is not only processing your own personal data but under certain circumstance also personal data from exposed persons, patients, and crews from paramedic units. Therefore, please ensure, that you legally entitled to collect and process those data. Hints regarding the documentation obligation for (preliminary) incident commanders can be found in the paramedic services laws of select countries or in the respective implementation regulations.

7. When is your data deleted?

resqpal stores the processed data on your personal device. The resqpal team cannot access your data. Your data is deleted as soon as you use the respective delete function for e.g. missions, procedures, or objects. Using those functions also deletes all underlying data.

Your data will not only be stored locally but will also be synchronized your iCloud-Account in case you are use the iCloud-Service which is offered by Apple. In this scenario those functions will delete the respective data from the used personal device, from the iCloud-Account and therefore from all connected devices. Please note that removing the application from your personal device will delete data from your iCloud-Account automatically. Kindly use the dedicated functions to delete your data.

8. Whom is your data shared with?

As a basic principle resqpal is sharing your data with selected third parties only. In addition, data is shared only if this is required to provide the respective functionality. Sharing of data happens in the following use cases:

- **Determination of Coordinates:** All data needed to determine the respective GPS coordinates will be sent to Apple (Google for all version below 2.0) in case you enter an address while searching for a mission's location. Alternatively, you can provide a W3W address to identify the location. In this case the required data will be shared with What-3-Words.
- **Determination of Address:** All data needed to determine an address will be sent to Apple in case you mark the position of missions or objects. In addition, your data will be shared with What-3-Words so that you can use the respective W3W address for communication purposes immediately.
- **Presentation of Maps:** All data needed to provide the respective map will be sent to Apple (Google for all version below 2.0) in case you use maps within missions and objects.
- **Generation of Reports:** The respective GPS coordinates will be sent to Apple to provide you with a satellite image of your mission's location.
- **Navigation to Destinations:** All data needed to navigate to a mission's location, or an object will be provided to either the Apple Maps or the Google Maps applications. The further usage of those applications is subject to the publisher's data privacy notice.
- **Usage of Media:** All required data will be passed on to the operation system of your personal device in case you are using the communication via phone or email or in case you are opening a homepage. The further usage of those functions is subject to the publisher's data privacy notice.
- **Storage of Data:** Your data will be shared automatically with Apple and will be synced with all connected personal devices in case you are using iCloud. The further usage is subject to the data privacy notice from Apple.

9. What are my data privacy rights?

The following data privacy rights apply in case personal data is process while using resqpal:

- Art. 15 GDPR - Right of access by the data subject
- Art. 16 GDPR - Right to rectification
- Art. 17 GDPR - Right to erasure ('right to be forgotten')
- Art. 18 GDPR - Right to restriction of processing
- Art. 21 GDPR - Right to object
- Art. 77 GDPR - Right to lodge a complaint with a supervisory authority

10. Whom can I contact in case of concerns?

Please do not hesitate to contact us any time via the following email address in case of data privacy related questions or requests: privacy@resqpal.de .